

**Wisconsin Medicaid and BadgerCare Plus
Non-Emergency Medical Transportation (NEMT)
Transportation Advisory Council (TAC)
Meeting Minutes**

Department of Health Services (DHS)
Division of Medicaid Services (DMS)
Virtual Meeting
Thursday, December 8, 2022
10:30 a.m.–12:30 p.m.

- I. Welcome and Introductions – Autumn Knudtson, Director, Bureau of Benefits Policy (BBP), DMS welcomed the group and initiated roll call of council members. Regan Batterman, Communications Specialist, BBP took attendance electronically. Kelly Burt, NEMT Contract Monitor, BBP introduced herself to the council.
- II. Highlighted Discussion Topics
- Seven discussion topics of interest were highlighted for the council’s awareness and feedback:
 - MTM acquisition update – Adam Thomas, General Manager, provided an update on the progress of the acquisition of Veyo by MTM.
 - Gas mileage reimbursement (GMR) – Adam Thomas provided a reminder that the temporary GMR rate increase would only be effective for trips through December 31, 2022.
 - Public health emergency (PHE) unwinding – Chris Luchterhand, Program & Policy Analyst, BBP provided a summary of how the end of the COVID-19 PHE would affect NEMT policy.
 - Holiday and winter weather protocol – Adam Thomas provided a summary of Veyo’s protocol for trips affected by holidays or facility closures due to inclement weather.
 - Network process discussion – Colin Martin, Transportation Provider Network Supervisor, provided a summary of the onboarding, credentialing, and inspection process for drivers joining the NEMT network.
 - Prior authorization (PA) – Adam Thomas and Regan Batterman provided a reminder that certain Medicaid services have service limits and therefore trip limits without PA and may require a PA to continue the use of NEMT.
- III. Veyo/MTM Operations Update
- Jonathan Liegeois, Education Training & Outreach Manager, gave an update on training and outreach efforts around the state.
 - Erick Schroeder, Quality Assurance Manager, gave an update on the reasons for complaints and data about complaint occurrences and resolutions.
 - Adam Thomas gave an update on the progress of same day trips and consistent providers.
 - Adam Thomas gave an update on the critical care team and the trips they monitor.
 - Que Hatchett, Member Ombudsman, gave a summary of her position.
 - Beau Johnson, Contact Center Senior Manager, gave an update on call center operations including response and hold times, call distributions, and quality assurance measures.
 - Colin Martin gave an update on the transportation network, including location and types of new providers added.
- IV. Open Discussion and Feedback – Throughout the Veyo/MTM presentation, council members were able to ask questions. Themes of discussion included:
- Tiering system for NEMT drivers
 - Training for drivers during onboarding
 - Updating complaint letter language
 - Notification of trips ending that need a PA
- V. Adjournment